

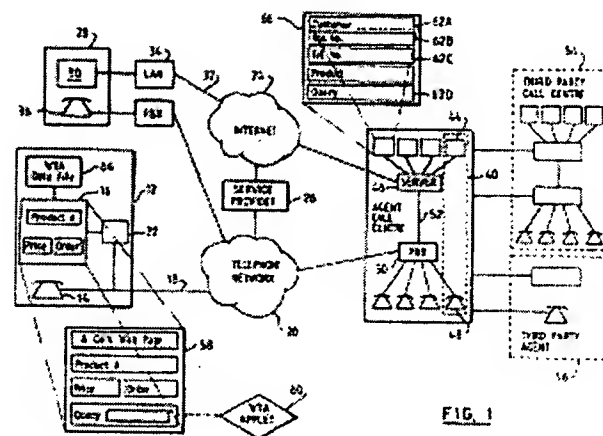
Establishing real time voice and/or video link via the Internet

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Abstract of GB2320843

The user of a Web browser often requires assistance by the representatives (or agents) of the company which owns the Web page. A real time voice and/or image link between the user's computer and an agent's computer is achieved by downloading an executable program code (eg. JAVA* small Greek phi *) onto the user's computer. When the user initiates the execution of the program code, the user's computer, under control of the program code, retrieves real time connection data from the user's computer and sends it to the agent's computer. The agent can then initiate a real time voice or image link with the user using the real time connection data. This saves the user having to manually enter a contact name, address or telephone number.



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